

WELCOME
to the
AEU (Ambulatory Evaluation Unit)
SDTU (Special Diagnostic and Treatment Unit)
4E Observation

We are pleased to have you on our unit. Patients are here for many different reasons. This affects the type of care each patient receives. Here are some general things you and your family should know during your stay here.

Our hours are 6:30 a.m. Monday to 8:00 p.m. Friday.

Visiting hours are 11:00 a.m. to 9:00 p.m. daily.

For your safety, we ask that you ***not leave the building between*** 11:00 p.m. and 5:30 a.m. You need a pass order from your doctor to leave the hospital grounds at any time.

Our phone number is 612-467-3503.

How to use the phone in your room:

Local calls:

- Push the green button on the back of your phone and listen for a dial tone.
- Press 9, then the number you want to call, including the area code. Local area codes are 612, 651, 763, and 952. The area code here is 612.
- When you have finished the call, push the green button on the back of your phone. This disconnects the line.

Long distance calls:

- You may call collect by dialing 9-1-800-COLLECT (9-1-800-265-5328) or 9-1-800-CALL-ATT (9-1-800-225-5288).
- You may use a calling card by dialing 9 and then following the directions on your card.

If family or friends want to call you while you are a patient here, they may call (612) 467-3503 and we will transfer the call to your room. If they know your room and bed number, they may dial (612) 725-2000 and when prompted for the extension, they should enter 548 and your room and bed number, e.g. 548-115-1.

If you are scheduled for any ***tests***, your doctor will tell you about them. Feel free to ask your doctor or nurse any questions you have. They are here to help you.

Social workers are available. Tell your nurse if you want to speak with a social worker.

Chaplains are available 24 hours a day. Tell your nurse if you want to talk with a chaplain. There are daily **religious services** in the chapel:

- 7:30 a.m. Catholic Mass (Mon-Fri)
- 8:00 a.m. Interfaith Service/Devotions (Mon-Sat)
- 8:30 a.m. Catholic Mass (Sun)
- 10:00 a.m. Protestant Worship (Sun)
- 11:30 a.m. Catholic Mass (Mon-Fri)
- 12:30 p.m. Protestant Devotions (Mon-Sat)

Smoking is not allowed anywhere inside the Medical Center. Smoking is permitted only outside the building in designated areas.

Service Hours:

Canteen Weekdays 6:30 a.m. – 6:30 p.m.
Weekends 9:00 a.m. – 3:30 p.m.

Store Weekdays 7:30 a.m. – 4:00 p.m.
Weekends 9:00 a.m. – 4:00 p.m.
Closed for lunch 11:30 a.m. – 12:00 p.m.

**Patient Education Center
(first floor)** Weekdays 8:00 a.m. – 4:30 p.m.

**Veterans Lounge
4G-117** Weekdays 9:00 a.m. – 8:00 p.m.
Saturdays 9:00 a.m. – 4:00 p.m.
Sundays 1:00 p.m. – 8:00 p.m.
TV, cards, puzzles magazines, coffee

Recreation See the schedule at the front desk for group activities

Your doctor is: _____

Your social worker is: _____

Your clinic director is: Dr. Charles Billington

Your nurse manager is: Carole Steinke, RN

Your dietitian is: Heidi Hoover, RD

We hope you have a very pleasant stay at the VA Medical Center. If you have any questions while you are here, feel free to talk to your nurse or the nurse manager.